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PROGRAM MEMO

TO: AREA AGENCIES ON AGING DIRECTORS	NO.: PM 03-10 (P)
SUBJECT: Family Caregiver Support Program Data Reporting Revisions	DATE ISSUED: May 15, 2003
	EXPIRES: Until Superseded
REFERENCES:	SUPERSEDES: PM 02-14(P) & PM 02-23(P)
PROGRAMS AFFECTED: <input type="checkbox"/> All <input type="checkbox"/> Title III-B <input type="checkbox"/> Title III-C1/C2 <input type="checkbox"/> Title III-D <input checked="" type="checkbox"/> Title III-E <input type="checkbox"/> Title V <input type="checkbox"/> CBSP <input type="checkbox"/> MSSP <input type="checkbox"/> Title VII <input type="checkbox"/> ADHC <input type="checkbox"/> Other: _____	
REASON FOR PROGRAM MEMO: <input type="checkbox"/> Change in Law or Regulation <input checked="" type="checkbox"/> Response to Inquiry <input checked="" type="checkbox"/> Other Specify: Policy Update	
INQUIRIES SHOULD BE DIRECTED TO: Data Analysis and Regulations Team at (916) 322-1054 or your AAA-Based Team Program Specialist.	

The purpose of this Program Memo (PM) is to reissue data reporting forms and instructions to supersede all previous PMs pertaining to data reporting for the Title III E, Family Caregiver Support Program (FCSP). Please note that PMs 01-11(P) and 01-16(P) were previously superseded by PM 02-14(P). In addition, the California Department of Aging's (CDA) FCSP Committee has approved one new service explained below. New forms are effective July 1, 2003.

BACKGROUND

The November 2000 amendments to the Older Americans Act (OAA) of 1965 created Title III E, Family Caregiver Support Program. This new program contains five support services: (1) information to caregivers about available services; (2) assistance to caregivers in gaining access to the services; (3) individual counseling, organization of support groups, and caregiver training to caregivers to assist the caregiver in making decisions and solving problems relating to their caregiving roles; (4) respite care to enable caregivers to be temporarily relieved from their caregiving responsibilities; and (5) supplemental services, on a limited basis, to complement the care provided by caregivers.



During the initial planning and implementation stages of this new program, the Administration on Aging (AoA) required State Units on Aging to collect data under the five support services referenced above. The current AoA reporting requirements include expenditures, units of service, and the number of persons served.

This PM transmits the following forms and instructions:

- Revised Service Matrix (07/03)
- Revised Quarterly Service Report and Instructions (CDA 272 rev. 07/03)
- Revised Annual Profile Report and Instructions (CDA 273 rev. 07/03)

SERVICE MATRIX

This revised Service Matrix includes all newly approved services and is provided as a reference to determine service availability, unit measures, references used in developing definitions, and indications as to whether or not client profile data must be collected. The Matrix was also transmitted with PM 03-08(P).

Service categories, definitions, and units of service have been developed to fit within the broader support services contained in federal law. The services have been developed considering existing NAPIS definitions, but modified to conform to requirements of the FCSP. Services from the Community-Based Services Programs and from the Title III Management Information Systems Manual, Division 4000, were also used to develop services that conform to the new program objectives. The reference column on the Service Matrix identifies the basis for the service definitions. The two columns on the far right of the Matrix indicate whether or not provision of the service requires client profile data collection.

REPORTING REQUIREMENTS

The FCSP reporting will continue to be a paper, aggregated data system. The FCSP paper reports should be mailed along with any other completed paper reports due simultaneously.

One-Time-Only (OTO) quarterly service reporting will no longer be required; however, prior CDA approval must still be obtained to use OTO funds to provide limited term, or one-time-only services. The "Baseline" and "OTO" checkboxes in the upper right corner of the form have been removed. All quarterly service data can be reported on one quarterly form. This will make reporting quarterly services data easier and reduce confusion about baseline versus OTO services. Remember to obtain the prior approval on budgeting OTO funds for services. OTO funds must still be reported on your budgets and closeouts.

Quarterly Service Report [CDA 272 (rev. 07/03)]

The Quarterly Service Report incorporates the latest changes to allowable services. Record the number of units of service provided for each service and the number of clients served for each of

the five support services. When the line to the left of the service category contains an “R”,¹ detailed profile data collection and reporting is required (see CDA 273).

Those services not designated as “R” services do not require the collection of detailed profile information. More detailed instructions can be found on the reverse side of the form. We will no longer be using the Supplemental Quarterly Service Report (CDA 272b) after June 30, 2003. The Quarterly Service Report is due October 31, January 31, April 30, and July 31.

Annual Profile Report [CDA 273 (rev. 07/03)]

The Annual Profile Report has been modified slightly from the original version (CDA 273 new 06/01). These changes do not add any data fields to the report; however, two elements have been removed. Under the Age Category, the element “0-18” has been removed. This number is already captured under care receiver relationship (child/children). The second area where changes have been made is under Living Arrangement. The element “Lives with Others” has been removed. We are assuming that if caregivers/care receivers live alone, they do not live with others. Additional/revised instructions have been added to the back of the form.

Total caregivers and care receivers by profile data should be recorded on this report for all “R” services (see CDA 272 rev. 07/03). When the space is blank (not grayed out), record the numbers of clients served for each demographic characteristic. These client counts should be unduplicated. To obtain unduplicated counts, each person should be assigned a unique identifier. Unduplicated client counts mean that clients are counted only once per reporting period, regardless of the number of services they receive. More detailed instructions can be found on the reverse side of the form.

Example: If you served 1000 unduplicated caregivers, record that number in the first box of the column below caregivers (the Total Served row). Under gender, record the number of male/female caregivers, etc. Of the 1000 caregivers served in the reporting period, you may have served 250 males and 750 females. Record these numbers in the appropriate boxes.

Repeat this process for the care receivers in the next column. Information on care receivers can be reported by their caregivers during the intake process. It is not necessary to collect care receiver profile data directly from the care receivers. The Annual Profile report is due August 30.

“Other” Supplemental Services

"Other" is an option under Supplemental Services that gives agencies the flexibility to develop a unique service category not available under the current Service Matrix. Prior approval by CDA is required before funds can be allocated to “Other” Supplemental Services. To obtain approval, your agency must send a written request to your assigned AAA-Based Team, attention FCSP Committee.

¹ “R” indicates registered, as in the NAPIS “registered” concept.

The request should include:

- Service name, definition, and proposed service unit, and
- Justification for the need to develop a new service.

The request will be reviewed, and a response will be forwarded to your AAA within 15 business days. If your request is approved, you will be asked to provide CDA with the number of units you plan to fund, as well as the appropriate Area Plan goal(s) and/or objective(s) the service will be fulfilling. Services added in the future will be reported on a supplemental form provided by CDA on an as needed basis.

Since our last update, the following service has been approved and added to Section 5-Supplemental Services:

Registry – 1 Match (Registered)

Definition:

“To compile and maintain a list of providers offering services that complement the care provided by the caregiver. To recruit, screen, and match providers with caregivers and caregivers with providers. To provide follow-up to verify that the services were obtained by the caregiver, and that the services met the caregiver’s needs.”

We encourage the development of a client level database (variables linked to client identifiers) for FCSP services. All data collected from registered and non-registered services during this initial planning period must be preserved for five years or until a written release for earlier disposal is received from CDA.

If you have any question about FCSP data reporting, contact the Data Analysis and Regulations Team at (916) 322-1054, or your AAA-Based Team Program Specialist.

Original Signed By Lynda Terry

Lynda Terry
Director

Attachments: FCSP Service Matrix (07/03)
FCSP Quarterly Service Report (CDA 272 rev. 07/03)
FCSP Annual Profile Report (CDA 273 rev. 07/03)

Family Caregiver Support Program Service Matrix

<u>Caregiver Criteria</u> Eligible for Title III E Funded Services	<u>Care Receiver Criteria</u> Qualifies the Caregiver to Receive Title III E Funded Services
<p style="text-align: center;">18 or older</p> <p>Adult family member, or another individual, who is an informal provider of in-home and community care to an older individual [Meets eligibility criteria for Older Americans Act (OAA) programs, Title III, Part E, Sections 372 (2)]. Older individual is defined as one who is 60 or older (OAA, Title I, Section 102 (35). Meets eligibility criteria for OAA programs, Title III, Part E, Section 373 (c)(1)(A) & (B).</p>	<p style="text-align: center;">60 or older</p> <p>Meets eligibility criteria for OAA programs, Title III, Part E, Section 373 (a)(1) and Title I, Section 102 (26).</p>
<p style="text-align: center;">60 or older</p> <p>Grandparent or step-grandparent or relative by blood or marriage, who is 60 or older, lives with the child, is the primary caregiver (because the parents are unable or unwilling), and has a legal relationship or is raising the child informally. Meets eligibility criteria for OAA programs, Title III, Part E, Sections 372 (3), and 373 (c)(1)(A) & (B).</p>	<p style="text-align: center;">18 or under</p> <p>Meets eligibility criteria for OAA programs, Title III, Part E, Section 372 (1).</p>

Support Services	Service Categories/Units of Service/Definitions	Reference¹	Caregiver Profile Data²	Care Receiver Profile Data²
Service Information	<p>Outreach - 1 Contact Interventions initiated by an agency or organization for the purpose of identifying potential caregivers and encouraging their use of the existing services and benefits. (Note: Units refer to individual, one-on-one contacts between a service provider and a caregiver.)</p>	N 14	N/A	N/A
	<p>Community Education – 1 Hour To educate groups of caregivers about available services.</p>	MIS 09	N/A	N/A

1. References are based on a combination of NAPIS, CBSP, and MIS definitions and have been modified to meet FCSP criteria.

2. Yes indicates collect Caregiver and/or Care Receiver profile data.

Support Services	Service Categories/Units of Service/Definitions	Reference ¹	Caregiver Profile Data ²	Care Receiver Profile Data ²
Access (Assistance to caregivers in gaining access to services)	Information and Assistance – 1 Contact A service for caregivers that: (A) provides the individuals with current information on opportunities and services available to the individuals within their communities, including information relating to assistive technology; (B) assesses the problems and capacities of the individuals; (C) links the individuals to the opportunities and services that are available; and (D) to the extent practicable, ensures that the individuals receive the services needed by the individuals and are aware of the opportunities available to the individuals, by establishing adequate follow-up procedures.	N 13	N/A	N/A
	Comprehensive Assessment – 1 Hour To collect information about a caregiver with multiple needs (social, environmental, physical, or mental) and determine the necessary supportive or other appropriate services to meet those needs (may require a home visit).	MIS 32	YES	YES
	Case Management – 1 Hour To provide assistance either in the form of access or care coordination in circumstances where caregivers are experiencing diminished functioning capacities, personal conditions or other characteristics, which require the provision of services by formal service providers. Activities of case management include assessing needs, developing care plans, authorizing services, arranging services, coordinating the provision of services among providers, follow-up and reassessment, as required.	N 06	YES	YES
	Transportation – 1 One-Way Trip To provide a means for caregivers to go from one location to another.	N 10	N/A	N/A
	Assisted Transportation – 1 One-Way Trip To provide assistance, including escort, to a caregiver who has difficulties (physical or cognitive) using regular vehicular transportation.	N 09	YES	N/A

1. References are based on a combination of NAPIS, CBSP, and MIS definitions and have been modified to meet FCSP criteria.

2. Yes indicates collect Caregiver and/or Care Receiver profile data.

Support Services	Service Categories/Units of Service/Definitions	Reference ¹	Caregiver Profile Data ²	Care Receiver Profile Data ²
Caregiver Support	Counseling – 1 Hour To provide guidance and casework support for caregivers by trained social workers or other professionals, in order to enable the caregiver to make more effective use of services.	MIS 07 CBSP 57	YES	YES
	Caregiver Support Group – 1 Hour Meeting A group of three to twelve caregivers led by a competent facilitator, having the purpose of providing the caregivers with a forum to exchange “histories”, information, encouragement, hope, and support.	MIS 18	N/A	N/A
	Caregiver Training –1 Contact A workshop or one-on-one session to assist caregivers to develop the skills necessary to perform caregiving activities, including decision making and problem solving.	NEW	N/A	N/A
Respite	Respite Care Services – 1 Hour To provide temporary, substitute supports or living arrangements for a brief period of relief or rest for caregivers. It can be in the form of in-home respite, day care respite, or institutional respite for an overnight stay on an occasional or emergency basis. Specify in-home, day care, or institutional.	CBSP 34	YES	YES
Supplemental Services (Complements the care provided by caregivers- Limited to 20%)	Minor Home Modification – 1 Occurrence Minor modifications of homes that are necessary to facilitate the ability of caregivers to remain at home and that are not available under other programs.	MIS 01	YES	YES
	Placement – 1 Placement To assist a caregiver in securing appropriate living arrangements.	MIS 22	YES	YES

1. References are based on a combination of NAPIS, CBSP, and MIS definitions and have been modified to meet FCSP criteria.

2. Yes indicates collect Caregiver and/or Care Receiver profile data.

Support Services	Service Categories/Units of Service/Definitions	Reference ¹	Caregiver Profile Data ²	Care Receiver Profile Data ²
	<p>Homemaker – 1 Hour To provide assistance to caregivers with the inability to perform one or more of the following instrumental activities of daily living: preparing meals, shopping for personal items, managing money, using the telephone, or doing light housework.</p> <p>Chore – 1 Hour To provide assistance to caregivers having difficulty with one or more of the following instrumental activities of daily living: heavy housework, yard work or sidewalk maintenance.</p> <p>Home Security and Safety – 1 Occurrence To provide services for the caregivers' security and safety screening of their home environment, and by the provision of safety features such as: medical alert, grab bars, lock and deadbolts, smoke and burglar alarms, and emergency cash assistance for one time payment of energy bills.</p> <p>Assistive Devices – 1 Single Occurrence To provide for rental or purchase and monthly fee service of electronic communication devices, emergency response equipment, and similar equipment to provide caregiver access to meet emergency needs (does not include telephones). Provides for purchase of items such as body braces, orthopedic shoes, walkers, and wheelchairs.</p> <p>Visiting – 1 Hour To visit a caregiver to provide reassurance and comfort.</p>	<p>N 02</p> <p>N 03</p> <p>MIS 36 MIS 15</p> <p>CBSP 39</p> <p>MIS 31</p>	<p>YES</p> <p>YES</p> <p>YES</p> <p>YES</p> <p>YES</p>	<p>YES</p> <p>YES</p> <p>YES</p> <p>YES</p> <p>YES</p>

1. References are based on a combination of NAPIS, CBSP, and MIS definitions and have been modified to meet FCSP criteria.

2. Yes indicates collect Caregiver and/or Care Receiver profile data.

Support Services	Service Categories/Units of Service/Definitions	Reference ¹	Caregiver Profile Data ²	Care Receiver Profile Data ²
	<p>Translation/Interpretation – 1 Hour To provide bilingual staff to translate/interpret for caregivers (e.g., medical appointments, Social Security, etc.), brochures, or other relevant materials informing caregivers about available benefits.</p> <p>Income Support/Material Aid – 1 Occurrence Arrange for and provide assistance to caregivers in the form of emergency cash assistance or service vouchers for the purchase of goods or services (e.g., personal hygiene supplies, nutritional supplements, utility bills or other caregiver support), as needed, on an emergency basis.</p> <p>Money Management – 1 Hour To provide assistance to a caregiver in the management of his or her income and assets. This may include, but not be limited to, payment of rent and utilities, purchase of food and other necessities, and payment of insurance premiums, deductibles, and co-payments.</p> <p>Registry – 1 Match To compile and maintain a list of providers offering services that complement the care provided by the caregiver. To recruit, screen, and match providers with caregivers and caregivers with providers. To provide follow-up to verify that the services were obtained by the caregiver, and that the services met the caregiver's needs.</p> <p>Other (Requires prior CDA approval). Send a written request describing the proposed service including: The service name, a precise definition, the unit of measure, and a justification.</p>	<p>MIS 4</p> <p>MIS 15</p> <p>MIS 27</p> <p>MIS 02 MIS 41</p> <p>N 15</p>	<p>N/A</p> <p>YES</p> <p>YES</p> <p>YES</p> <p>To be determined</p>	<p>N/A</p> <p>YES</p> <p>YES</p> <p>YES</p> <p>To be determined</p>

1. References are based on a combination of NAPIS, CBSP, and MIS definitions and have been modified to meet FCSP criteria.

2. Yes indicates collect Caregiver and/or Care Receiver profile data.

Family Caregiver Support Program

Quarterly Service Report

Report Period Ending (Mo/Yr):

Reporting Date:

P S A
Number:

Name of Agency Reporting:

Name of Person Completing Report:

E-mail Address:

Telephone No.

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Total Served*

Section 1 SERVICE INFORMATION

Units

Outreach

Contacts

Community Education

Hours

Total Served*

Section 2 ACCESS

Information and Assistance

Contacts

R

Comprehensive Assessment

Hours

R

Case Management

Hours

Transportation

1-way Trips

R

Assisted Transportation

1-way Trips

Total Served*

Section 3 CAREGIVER SUPPORT

R

Counseling

Hours

Caregiver Support Group

Hours

Caregiver Training

Contacts

Total Served*

Section 4 RESPITE

R

Total Respite

Total Hours

In-Home

Hours

Day Care

Hours

Institutional

Hours

Total Served*

Section 5 SUPPLEMENTAL SERVICES

R

Minor Home Modification

Occurrences

R

Placement

Placements

R

Homemaker

Hours

R

Chore

Hours

R

Home Security

Occurrences

R

Visiting

Hours

R

Assistive Devices

Single Occurrences

R

Home Delivered Meals

Meals

Legal Assistance

Hours

R

Peer Counseling

Hours

Translation/Interpretation

Hours

R

Income Support/Material Aid

Occurrences

R

Money Management

Hours

R

Registry

Matches

*Totals served are caregiver totals for each section. There may be duplication.

FAMILY CAREGIVER SUPPORT PROGRAM (FCSP) QUARTERLY SERVICE REPORT (INSTRUCTIONS)

- **Report Period Ending**- Enter the month and year of the reporting quarter. For example: The quarter ending September 30, 2003, enter 09/03.
- **Reporting Date**- Enter the date the report is completed and submitted.
- **PSA Number**- Enter your Planning and Service Area number.
- **Name of Agency Reporting**- Enter your Area Agency on Aging name.
- **Name of Person Completing Report**- Enter the name of the person completing the report.
- **E-mail Address**- Enter the e-mail address of the person completing the report.
- **Telephone Number**- Enter the telephone number of the person completing the report.

Sections 1 through 5- Each of the sections are support service groups required by the Older Americans Act under the FCSP. Each support service section contains a list of possible services.

Note that Section 4, Respite, contains three subcategories (in-home, day care, and institutional). The subcategory **totals should equal** the total number of respite hours provided.

Column one (1) - Indicates whether or not you are required to collect detailed client data on caregivers and/or care receivers. If the line contains an "R" (for registered clients), collection of the demographic data is required [see the Annual Profile Report (CDA 273 rev. 07/03)].

Column two (2)- Contains the service category and unit of service.

Column three (3)- Record the number of service units provided. Units should be rounded to the nearest whole number.

Column four (4)- Record the total number of caregivers served per quarter for each of the five support services (Sections 1 through 5). The number served may be duplicated.

The Quarterly Service Report is due October 31, January 31, April 30, and July 31. Send FCSP reports with the Checklist Cover Sheet (CDA 271 rev. 04/02) to:

California Department of Aging
DART-Reports
1600 K Street
Sacramento, CA 95814

Family Caregiver Support Program

Annual Profile Report

Report Period Ending (Yr.):

Report Submission Date:

P S A
Number:

Name of Agency Reporting:

Name of Person Completing Report:

E-mail Address:

Telephone No.

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Profile Data		Caregivers	Care Receivers
Total Served (unduplicated)			
Gender	Male		
	Female		
Age	18-59		
	60-64		
	65-74		
	75-84		
	85+		
Race/Ethnicity	White		
	Black or African American		
	American Indian and Alaska Native		
	Asian		
	Native Hawaiian and Other Pacific Islander		
	Hispanic Origin (of any race)		
Marital Status	Married		
	Single/ Never Married		
	Separated		
	Divorced		
	Widowed		
Employment	Full-time		
	Part-time		
	None		
Relationship	Spouse		
	Grandparent		
	Child/Children (not more than 18 years of age)		
	Other Family		
	Non-family		
Multiple Caregiving	Cares for More Than 1 Person		
Poverty	At or Below Poverty		
Rural	Lives in a Rural Area		
Living Arrangement	Lives Alone		
APS Referral	Care Receiver at Risk		

FAMILY CAREGIVER SUPPORT PROGRAM (FCSP) ANNUAL PROFILE REPORT (INSTRUCTIONS)

- **Report Period ending**- Enter the year of the reporting period end date. The month is always June. For fiscal year 2003-04, ending June 30, 2004, enter 2004 or 04.
- **Report Submission Date**- Enter the date the report is completed and submitted.
- **PSA Number**- Enter the Planning and Service Area number.
- **Name of Agency**- Enter the Area Agency on Aging name.
- **Name of Person Completing Report**- Enter the name of the person completing the report.
- **E-mail address**- Enter the e-mail address of the person completing the report.
- **Telephone number**- Enter the telephone number of the person completing the report.

Column one (1)- Profile Data. The profile data column contains demographic categories on persons served. Demographic data for registered unduplicated caregivers and care receivers served by the FCSP should be recorded in this report if the service provided is an "R" service. "R" services are noted on the line to the left of the service on the Quarterly Service Report (CDA 272 rev 07/03). In some cases, profile data is not required on both caregivers and care receivers (see column three, Care Receivers). Profile data on caregivers and/or care receivers is not required when the corresponding space on this form is grayed out. Providers are not expected to survey care receivers to collect this data. Information on care receivers can be obtained from their caregivers during intake.

Column two (2)- Caregivers. Row one (Total Served). Report the unduplicated number of caregivers served during the reporting period. Rows beginning with the profile data (e.g., Gender) should reflect the number of male and female caregivers served. There is no category for missing data. If data are missing, the totals in one category will not equal the totals in other categories, nor in the total served section.

Column three (3)- Care Receivers. Row one (Total Served). Report the unduplicated number of care receivers served (through their caregivers) during the reporting period. See column two instructions above for additional information.

PROFILE DATA EXPLANATIONS (for data elements requiring more detailed instructions):

We collect caregiver and care receiver profile data to gather information about the number and demographic characteristics of those served by the FCSP.

- Race/Ethnicity-** Record only one race/ethnicity for each caregiver/care receiver served by "R" services. Caregivers/care receivers should "self-identify" according to the race/ethnicity with which they most closely identify.
- Employment-** **Full-time** employment is defined as working greater than or equal to 30 hours per week. **Part-time** employment is defined as working less than 30 hours per week.
- Relationship-** In the Caregiver Column, record the relationship between the caregiver and care receiver, answering the question, "the caregiver is what to the care receiver"? In the Care Receiver Column record the number of children being cared for by a grandparent, step-grandparent or other relative (see eligibility criteria in Service Matrix). For caregivers caring for multiple individuals, record all eligible relationships.
- Poverty-** Record the number of caregivers and care receivers whose household incomes were at or below 100% of poverty. Refer to the current United States Department of Health and Human Services Annual Federal poverty guidelines.
- Rural-** Record the number of caregivers and/or care receivers who lived in a rural area. Refer to the current NAPIS guidelines.
- APS Referrals-** Record the number of caregivers referred to the AAA by Adult Protective Services because the care receiver was at risk of abuse or neglect.

Annual Profile Reports are due August 30. Send FCSP reports with the Checklist Cover Sheet (CDA 271 rev. 04/02) to:

California Department of Aging, DART-Reports, 1600 K Street, Sacramento, CA 95814